



*Dear Guests,*

**At H Hotels Collection, Guest & Staff health, safety, and security have been values of great importance since our very first day of operation.**

Following government restrictions and recommendations for season 2022, we have implemented our internal H&S protocol in order to guarantee our Guests' and Associates' health and safety.

Our Management Team and our Group Quality Department have extensive experience and updated knowledge applying H&S protocols over the past years and thus, you can trust us your valuable holidays: **Just travel with Safety!**

#### 1. WELCOME

- Our Front Office Team are perfectly trained to guide you. Porter Service is at your disposal and without access to your room for safety reasons.
- Plexiglass and relevant signage are in place for your guidance while waiting at the Front Office Desk.
- We take care of all necessary space set-up and disinfection processes in compliance with the regulations.
- Social distancing is always suggested.
- Non-residents are not allowed to enter the guest rooms.
- Check in will be available via our tablet.
- You are thoroughly encouraged to avoid using cash – please prefer our contactless POS!
- Between check-in time and check-out time proper room cleaning and disinfection is secured.
- The use of mask is not mandatory.

#### 2. STAY

- Guests are encouraged to avoid lift use and take the stairs instead.
- Maintenance in rooms will be carried out upon call and only when guests are not in room.
- Laundry service will be available.

#### 3. CLEAN

- All rooms provided to our guests are properly cleaned and disinfected.
- Rooms will be cleaned daily, at your absence.
- We are adhering to a strict cleaning & sanitization schedule in cooperation with our Cleaning Strategic Partner Diversey/Sealed Air. Hand sanitizers are available in all hotel areas.
- Our guests are encouraged to use only their rooms' WC and not public WCs.
- Public areas, including public WCs, will be frequently cleaned and sanitized.

#### 4. BARS & RESTAURANTS

- All our F&B outlets are strictly following HACCP Protocol.
- All restaurants & bars offer outdoor sitting and safe spacing between tables.
- Restaurant and bar menus are available via the hotel app.
- Hands should be sanitized when entering an outlet.

- Tables will be cleaned and disinfected after every use.
- A la carte restaurants are open, reservation is required.
- Self-service buffet will be operating. Hand sanitation upon entering is compulsory.
- Guests are advised to enjoy their drinks outdoors.

**5. ANIMATION - SPORTS**

- Indoor Mini Club will be operating – capacity will be monitored.
- Individual Sports or sports for families are allowed: Tennis, Mini Golf, Table Tennis upon reservation.
- Equipment and facilities are disinfected after every use.
- Video Games room will be in operation
- The indoor pool will be in operation according to current regulations

**6. RELAX**

- Towel use is mandatory. Your beach towels will be provided at info kiosk, by the main pool.
- Shower before and after the use pool is strongly recommended.
- PH and chlorine levels will be checked very often to guarantee 24/7 pool sanitization.

**7. COMMUTE**

- Club Cars will be frequently sanitized by our Staff.
- We are operating an open-air car park zone, no valet service provided.
- Using public transfer requires wearing a mask.

**8. STAFF**

- Our Valuable Personnel have attended COVID-19 training lessons and have been provided with training certifications by a reputable H&S Organization which is a strategic partner to HHC.
- Our Staff will always have access to occupational health doctor.
- Our Staff will always have access to Personal Protective Equipment.
- All staff members are frequently tested for COVID-19 and results are reported to the authorities.

***The Hotel Manager***